

CASWELL COUNTY DEPARTMENT OF SOCIAL SERVICES

BOARD MEETING MINUTES

The Caswell County Department of Social Services Board held its monthly meeting on May 19, 2015 at 9:00 a.m. in the Conference Room of the Caswell County Department of Social Services. In attendance were: Mr. Jeremiah Jefferies, Chairman; Mrs. Ethel Gwynn; Ms. Marylene McCain; Mr. Kenneth Travis; Mrs. Tammy Paschal, Administrative Assistant and Ms. Dianne Moorefield, Secretary. Mr. David Owen was absent from the meeting.

Mr. Jefferies called the meeting to Order at 9:00 a.m. The Agenda for the meeting was approved upon a motion by Ms. McCain and second by Ms. Gwynn. Minutes of the meeting held April 21, 2015 were approved upon a motion by Ms. Gwynn and second by Ms. McCain. There was no public address to the Board.

Budget Amendment #10, an additional CP&L Energy Assistance allocation of \$901.88, was approved upon a motion by Mr. Travis and second by Ms. Gwynn. Quarterly Trust Fund Accounts were reviewed and approved upon a motion by Mr. Travis and second by Ms. McCain.

It was reported that three workers received overtime pay for the month in the amount of \$186.15. The State's Memorandum of Agreement with the Mexican Consulate was shared with Board Members as well as its anticipated impact on Child Welfare staff.

Board Members were informed that Mrs. Tammy Paschal has officially been hired to replace Mrs. Rascoe as Administrative Officer and the process has begun to fill the resulting vacancy. Board Members were also informed that Mr. Nathaniel Reynolds is working with our Adult Services Unit toward the completion of his internship through Liberty University.

Supervisors attended the meeting and reported on work within their respective units. All Supervisors were in attendance.

The next regularly scheduled meeting of the Social Services Board was scheduled for June 16, 2015 at 9:00 a.m. in the Conference Room of the Department of Social Services.

Upon a motion by Mr. Travis and second by Ms. McCain the meeting of the Social Services Board was adjourned at 9:25 a.m.

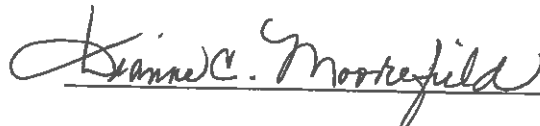
Respectfully Submitted,



Jeremiah Jefferies, Chairman

6/16/15

Date



Dianne C. Moorefield, Secretary

6/16/15

Date



**North Carolina Department of Health and Human Services
Division of Social Services**

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Wayne E. Black
Division Director

May 29, 2015

Dear County Directors of Social Services:

Re: Medicaid and Food and Nutrition Services Case Processing Requirements

As County Boards of Commissioners finalize their budgets for FY 2015-2016, it is imperative that funding be included to support County Departments of Social Services in eliminating any current backlogs in Medicaid applications including Family and Children and Adult Medicaid and those applications received through Healthcare.gov. The backlog of Medicaid recertifications must also be completed and maintained in a timely manner. As of May 20, 2015, statewide a total of 9,708 Medicaid applications are overdue and approximately 124,372 Medicaid recertifications are overdue and being extended for an additional month when the county has not completed a recertification review.

While many of our counties have invested a portion of the savings realized from the 75% federal reimbursement that will continue to be received for Medicaid eligibility functions, unfortunately several counties continue to rely on compensatory time, paid overtime, and temporary workers to handle the growing workload. In many counties this has resulted in a decrease in case processing accuracy and an increase in personnel instability.

Significant caseload growth occurred in Food and Nutrition Services and Medicaid following the 2008 recession. This growth far exceeded comparable staffing increases. The implementation of the Affordable Care Act included new and more complicated eligibility guidelines for Family and Children's Medicaid, and a huge volume of new applications through Healthcare.gov. This has resulted in approximately 88,000 new applications in FY 2013-14 and over 63,000 to date in FY 2014-15. This increased workload on counties has, in many cases, exceeded their capacity to maintain timeliness and quality standards.

As was noted in the October 21, 2014 Dear County Director Letter, "All counties must plan for needed resources to achieve and maintain both timeliness and accuracy in administering major public assistance programs." The letter noted the factors to consider in planning and budgeting for needed staffing and other resources. It also emphasized that "Continuing to rely on compensatory or paid overtime alone does not constitute a sustainable plan for managing the present and future workload."

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Through the first ten (10) months of SFY 2014-15 counties have reported spending a total of \$219,787,416 in eligibility administration for Medicaid programs, an increase of \$45,054,698 from the same period the previous year. However, subsequent to the 75% federal reimbursement, counties have spent \$56,924,557 in county dollars, a savings of \$26,812,285 from the county expenditure for the first ten (10) months during the previous fiscal year. This includes the \$10 million in county savings realized by our Department requesting and receiving a federal waiver from CMS for county processing of Medicaid cases in the old EIS System. Additional county savings has just recently been realized through another CMS waiver initiated by our Department for 75% federal reimbursement for equipment.

Annualizing expenditures for Food and Nutrition Services eligibility administration, counties are projected to spend approximately \$16 million less in SFY 2014-15 than the previous fiscal year, for a reduction in county expenditures (50%) of approximately \$8 million. Total county spending on the administration of our two (2) largest public assistance programs (Medicaid and Food and Nutrition Services) is projected to be over \$35 million less in SFY 2014-15 than for the previous fiscal year. In planning for the SFY 2015-16 Budget, it is important to note that the 75% federal reimbursement to counties for Medicaid eligibility administration is permanent.

Counties devoted "all hands on deck" to meet the USDA deadlines of February 10 and March 31, 2014 to complete the large backlog of overdue applications and recertifications for Food and Nutrition Services recipients who were not receiving the benefits for which they were eligible. This heroic action on the part of our counties, working with our Department, avoided the potential loss of approximately \$88 million in annual federal administrative reimbursement to County Departments of Social Services. It is clear from the spending total above that counties have reduced the staffing resources dedicated to FNS administration during SFY 2014-15.

As noted in the communication to counties on May 22, 2015, North Carolina has been issued an "advance notification letter" from USDA requesting a detailed corrective action plan to be submitted within 30 days and achievement of an 85% statewide average timeliness rate for July-December, 2015 and a 95% average timeliness rate for January – June 2016. This very high timeliness rate must be achieved in order to avoid suspension or disallowance of federal administrative funds for county administration of the Food and Nutrition Services Program. North Carolina has not achieved a 95% timeliness rate for Food and Nutrition Services in many years.

For almost two (2) years counties have tried to direct and redirect their staff to meet the most urgent crises – FNS applications, FNS recertifications, Medicaid applications, Healthcare.gov applications, and Medicaid recertifications. It is apparent that shifting limited resources from crisis to crisis is not a sustainable plan. To meet the Centers for Medicare and Medicaid Services (CMS) guidelines for Medicaid case processing and the USDA guidelines for Food and Nutrition Services case processing, counties must appropriate funding to secure adequate resources to meet all program performance standards.

We urgently request that County Directors of Social Services work with their governing boards and county leadership to assure that funding resources to achieve all public assistance program processing requirements are included in the County Budget for SFY 2015-16.

DCDL

May 29, 2015

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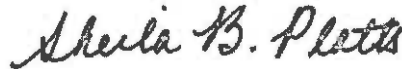
The Department of Health and Human Services has established an Operational Support Team to provide support to counties. For more information, for assistance in calculating staffing needs or in identifying best practices in case processing please contact Local Support Managers, Christy Nash at 252-375-0553 or Darrell Renfro at 828-230-1912; or DMA Assistant Director Sheila Platts at 919-855-4023 or DSS Director Wayne Black at 919-527-6336.

Thank you for your attention to this urgent matter.

Sincerely,



Wayne E. Black, Director
Division of Social Services



Sheila Platts, Assistant Director
Division of Medical Assistance

WEB/arg

DIR-09-2015

Caswell County Department of Social Services

Adult Services Board Report

June 8, 2015

Programs:

Adult Protective Services	May 2014	May 2015
Number of Reports Received	8	5
Number of Reports Accepted	7	3
Number of Reports for Outreach	1	5
Number Referrals to AHS/DFS/Other Services	0	0

Adult Care Homes/Adult Home Specialist

Number of Adult Care Homes	27	29
Number of Adult Care Homes Monitored	9	8
Number of Complaints Received	1	3

Guardianship Services

Number of Active Cases	24	25
Number of New Cases	2	0
Number of Terminated Cases	1	0

Multidisciplinary Evaluations

Number of Requests Received	0	3
Number of Evaluation completed	2	2

Individual and Family Adjustment Services-Representative Payee

Number of Active Cases	26	22
Number of New Cases	1	0
Number of Cases Terminated	0	0

State/County Special Assistance In-Home (10 Slots)

Number of Active Cases	10	9
Number of New Cases	0	0
Number of Terminated Cases	0	1
Number of Pending Cases	0	1

	May 2014	May 2015
In-Home Aide Services		
Number of Active Cases	6	8
Number of New Cases	0	0
Number of Terminated Cases	0	1

Transportation Services

Number of Clients Served	169	115
Number of Trips Provided	1017	721

Transportation Costs compared to May 2014 and May 2015

	2014	2015
EDTAP	\$2,254.77	-0-
Medicaid	\$14,682.20	\$13,225.77
TTAP	-0-	-0-
Totals	\$16,936.97	\$13,225.77

This reflects an increase of \$3,711.20 from the previous year.

Hearings (Local Appeal Hearing & Administrative Disqualification Hearing):

	May 2014	May 2015
Number of Requests Received	2	0
Local Appeal Hearing	1	0
Administrative Disqualification Hearing	1	0
Number of Hearings Conducted	1	0
Local Appeal Hearing	1	0
Administrative Disqualification Hearing	0	0

Respectfully Submitted by Michelle Waddell
Adult Services Supervisor
June 8, 2015

CASWELL COUNTY DEPARTMENT OF SOCIAL SERVICES BOARD REPORT
ECONOMIC INDEPENDENCE UNIT
JUNE 16, 2015

WORK FIRST EMPLOYMENT SERVICES:

Employment Services staff have received no request for an extension of the 24-month local time clock for Work First Cash Assistance since the last Board Meeting.

• **Monthly WFFA Case Profile Summary Comparison:**

	June 2015	June 2014
Total # WFFA Cases	39	40
Caseload Increase/Decrease From Previous Month	(+9) 30	(-0-) 40
Child Only Cases	28 (71.79%)	37 (92.50%)
Single-Parent Cases	11 (28.21%)	3 (7.50%)
Cases Receiving Extension of Benefits	0	0
Average WFFA Payment	\$192.54	\$210.33
Benefit Diversion Cases	1	0
Average Benefit Diversion Payment	\$0.00	\$0.00

CHILD SUPPORT ENFORCEMENT:

• **Collection Information Comparison** for the Caswell County IV-D Unit:

	May 2015	May 2014
Net Current Month Collections	\$160,776.63	\$144,540.32
Monthly Collection Goal	\$153,721.00	\$157,603.81
Net Previous Month Collections	\$153,235.11	\$151,621.29
Net YTD Collections	\$1,550,987.39	\$1,583,451.65
Collections Goal for the Year	\$1,738,864.00	\$1,899,737.00
Percentage of Goal Met YTD	89.20%	83.35%
Target Percentage of Goal Met YTD	(11mo.) 91.67%	[11 mo.) 91.67%

- **Child Support Enforcement Court Activity Report:**

	May 2015	May 2014
Number of Cases Scheduled/Heard	42/40	62/57
New Orders for Support Entered	4	2
New Current Support Payments	\$173.00	\$237.00
New Frequencies Toward Arrears	6	2
New Frequency Payments	\$460.00	\$75.00
Orders for Arrest	2	3
Jail Sentences	0	1
Purge Amounts	\$100.00	\$0.00
Total Payments Collected in Court	\$447.00	\$630.00
New Paternity Cases Established	2	0
Number of Modifications Heard	8	10

CHILD CARE SUBSIDY:

- **Comparative Summary of Child Care Subsidy Expenditures (CCDF, Smart Start & TANF):**

April Service Month Paid in May	2014/2015	2013/2014
Total Monthly Payment Amount	\$42,131.55	\$50,610.20
Monthly Unduplicated Child Count	112	158
Total Year-to-Date Expenditures	\$482,473.40	\$484,679.20
YTD Unduplicated Child Count	201	213
Total Allocation Available to Date	\$542,695.00	\$556,631.00
Traditional Spending Coefficient (11 mo.)	96.99%	94.99%

Child Care Subsidy Waiting List

The waiting list was reinstated on December 15, 2014, due to a reversion of child care subsidy funds. We currently have 12-children on the Child Care Subsidy waiting list. We will continue closely monitor the funding available and the spending trends, in hopes of lifting the waiting list when it becomes feasible for us to do so.

Submitted by: Tonya Breedlove June 8, 2015

SOCIAL SERVICES BOARD MEETING

June 15, 2015

I. Overdue Application Report for May - 2015- Applications Processed beyond Time Standard in NCFast – Eight Cases (The County has Help Desk Tickets on these).

II. Medicaid Eligibility

June – 2014 - EIS	NC FAST – June 2015	
Open Cases – 4,047	Open Cases – 6,035	
Open People – 4,897	Open People – 6,262	
Authorized People – 4,739	Authorized People – 6,283	

II. North Carolina Health Choice

June - 2014	June – 2015 – NC FAST
Open Cases – 110	Open Cases - 131
Authorized People – 155	Authorized People - 145

IV. SA (REST HOME)

June- 2014 – NC FAST

June- 2015 in NC FAST

Authorized People – 97

Authorized People - 97

V. Application, Reviews and Changes

	May – 2014 - NC FAST	May-2015 in NC FAST	
Applications Taken	252	470	
Applications Approved	217	236	
Applications Denied	49	86	
Applications Withdrawn	10	23	
Reviews	392	851	
Total Changes	1,509	1,879	
Terminated	125	213	

VI. AFDC-EA: CASWELL COUNTY DSS SERVED **6 FAMILIES FROM THE**

EMERGENCY DURING THE MONTH OF May 2015 in the amount of \$1,078.63

II. REPORT CARD – May – 2014 in NC FAST

We were at 98% total in all programs: MAD - 100%, AAF – 100%, MAA – 100%

MQB - 100%, MAF – 100%, MIC – 71%, MPW – 100% AND NCHC –100%

REPORT CARD – May – 2015 in NC FAST

We were at 85% total in all programs: MAD - 100%, AAF – 100%, MAA – 100%

MQB - 100%, MAF – 85%, MIC – 100%, MPW – 85% AND NCHC –100%

**VIII. Cost Calculation Report for the Month of May 2014 County Share -
\$ 00.00**

**Cost Calculation Report for the Month of May 2015 County Share -
\$ 00.00**

IX. All Eligibility Workers continue to Cross Train as Universal Workers for NC FAST, Work Support Strategies, MAGI applications. Mary Harrelson, Jennifer Holt, Tammy Hodges, Heather Starr, and Carol Lynn participated in the Work Support Strategies Summit in Greensboro, North Carolina on April 29, 30, and May 1, 2015.

**Mary Harrelson, Supervisor IMSII
June 8, 2015**

**Social Services Board Meeting
June 16th, 2015**

EBT Issuance:

May 2015

Issuance	\$591,785
Cases	2610
Individuals	5025

May 2014

Issuance	\$528,238
Cases	2504
Individuals	5351

Workload Report:

May 2015

Applications taken	96
Applications approved	85
Applications denied	11
Overdue applications	0
Redeterminations	337

May 2014

Applications taken	105
Applications approved	85
Applications denied	20
Overdue applications	2
Redeterminations	244

Fraud Report:

May 2015 FNS recoupments \$2,282

May 2014 FNS recoupments \$1,670

Crisis Intervention Program (CIP) Report:

LIEAP 2014 - 2015

July 1, 2014 thru June 30, 2015

New allocations	\$0
Total allocations to date	\$100,383
Total CIP money used – May	\$0
Available balance to date	\$159.67
Applications approved	700 – 0 May
Applications denied	9 – 0 May

New Allocations	\$0
Total Allocations	\$160,812
Available Balance	\$0
Applications Pending	0
Applications Approved	588
Applications Denied	58

Respectfully submitted,
Jennifer Holt
Income Maintenance Supervisor II

Caswell County Department of Social Services

DSS Board Report - Child Protective Services

June 16, 2015

CPS Family & Investigative Assessments

	May 2015	May 2014
1. Total Number of Reports Accepted for Investigation	23	19
2.Total Number of Reports Screened Out	6	3
3.Total Number of Reports Referred to other Jurisdictions	2	0
4.Total Number of Treatment Cases Transferred In	0	0
5.Total Number of Intercounty Investigations	0	0
6.Total Number of Courtesy Interviews/Assists	4	0
7.Total Number of Open Investigative and Family Assessments on the Last Day of the Month	15	16
8.Total Number of Active CPS-Case Planning/Case Management Cases (families) Open Last Day of the Month	9	7
9.Total Number of Malicious Reports Received	0	0

Additional Information

- On May 5, 2015, Social Worker Christy Marlowe attended a lunch and learn meeting at the Caswell County Public Health Department concerning Prescription Drug Abuse and Disposal.
- On May 7, 2015, Lisa Anderson participated in a webinar entitled A Philosophical Shift in Child Welfare for Drug Endangered Children in Wyoming. The event was sponsored by the Children's Bureau. The focus of this webinar was identifying ways to reduce the risk of neglect, abuse, and dependency prior to families reaching the crisis.
- The Child Protective Services Unit is fully staffed.

Respectfully submitted by Lisa H. Anderson
Child Protective Services Supervisor
June 5, 2015

**Board Report
June 16, 2015**

During the month of May 2015 we had one new child to enter care. We are pleased to report that on May 11, 2015 Final Decrees of Adoption were obtained on two of our foster children.

Work Load Report	May 2015	May 2014
Children in DSS Custody	15	18
Foster Care Services for children in custody of another state/county	2	0
Licensure of foster and adoptive homes	1	2
Adoption Assessments	0	0
Home studies for other Courts	3	2
Supervision of foster homes	4	3

Training

On May 27, 2015, Social Worker, Lisa Barnett, began to attend a webinar on *Understanding and Intervening in Child Neglect*. The training has been converted into an interactive self-paced online course and it contains the same course content as the classroom-based two-day training previously offered by the Division. This online course will help participants understand neglect and poverty, how it affects children and families, and innovative interventions.

Child and Family Services:

On May 18, 2015 a Neglect petition was filed on a 22 month old female. The child was placed in a licensed foster home in the county where her 3 year old brother resides and has been adopted by the foster mother who is the paternal great aunt.

Prepared By: Racquel Hughes
Child Placement Supervisor
June 5, 2015